Iowa Department of Administrative Services
Government's Partner in Achieving Results
DAS

Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Mike Carroll, Director

Concept Paper # 251

Presented to the Department of Administrative Services (DAS) and the State CIO
Date Prepared: _March 28, 2013_

Name of document to be reviewed: IDR Job Scheduling System

(Please check one item listed in the following two sections)

Document for review and approval:

__ **Request for Proposal (RFP)**   __ **Sole Source Procurement**
__ **Request for Service (RFS)**   __ **Statement of Work**
__ **Request for Quote (RFQ)**   __ **Staff Augmentation**
__ **Invitation to Qualify**   **X Master Agreement Purchase**

NOTE: Sole source procurements will also need authorization from DAS Procurement for this type of purchase. Please also contact DAS Procurement at this location:
http://das.gse.iowa.gov/procurement/forms/solesource_form.php

Document for review only:

__ **Master Agreement**   __ **Request for Information (RFI)**

Agency: Iowa Department of Revenue

RFP Reference #: TBD

Release Date: TBD

This project is requesting IOWAccess funds: Yes ___   No _X__

NOTE: IOWAccess concept papers are to be entered in www.IowaGrants.gov through the electronic system for requesting, tracking and reporting on IOWAccess funds related to eGovernment projects.

Projected cost over $50,000?   Yes _X__   No ___

Projected agency staff hours over 750?   Yes ___   No _X_

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Project Cost, Funds and Funding Source:

Please list the internal and external resources/costs for the purchase:

Internal Resources/Costs:

Internal Labor	$64,811
Mainframe CPU (Annual IDR Cost)	$4,812
Total	**$69,623**

External Resources/Costs:

Proposal: 5 Year, 950 Total Tasks (500 New Tasks for IDR and the State)

	PAYMENT DATES					5 Year Total	
	May 30, 2013	May 30, 2014	May 30, 2015	May 30, 2016	May 30, 2017		
PAYMENTS	$ 87,706	$ 52,456	$ 52,456	$ 52,456	$ 52,456	$ 297,530	If purchased AFTER 3/31/13
						$ 274,316	If purchased BEFORE 3/31/13

Timelines: Completion by December 2013

Goal: The Department of Revenue is seeking a Job Scheduling system as part of the modernization effort to better handle automation of mainframe batch and distributed processing.

Background: IDR learned of this product through DHS IT. IDR has spent time researching the value it could bring to IDR services benefiting its customers; finding the tool will provide the efficiency and modernization for the department.

IDR's current mainframe batch scheduling software is limited in its functions. It does not provide automated tracking and reporting tools or offer multiple platform support required for modernization. Manual file transfers are cumbersome and time consuming, which can cause errors. The current system does not capture and track changes and does not have the ability to assess batch scheduling changes which address errors, contention or deficiencies. IDR recognizes to improve standards and performance while reducing errors it the current system needs to be replaced with a system which can achieve performance and modernization requirements.

Expected Results:

What are the tangible and intangible benefits of this purchase for this agency and/or state government? There are three categories of intangible and tangible benefits:

- **Modernization**
  - Business intelligence cross platform control
  - Progress toward consistent program and job documentation
- **Process Improvement**
  - Streamline current triggers

- Provide documentation baseline for change management
- Opportunity to automate verbal or undocumented standards
- Ability to assess status of FTP files across platforms
- **Errors**
  - Establish better tracking and reporting
  - Reduce batch scheduling errors
  - Increased visibility to coding errors

Can these benefits be quantified in financial terms? If yes, please explain. We have taken industry standard (Gartner and TechValidate) to determine an estimated ROI.

IDR Control-M Efficiency / Return on Investment Estimate	
Description	Amount
# of Staff participating in Job Scheduling	4
Average fully burdened cost /Staff (with benefits included)	$85,000
Total cost of Staff per year	**$340,000**
Average efficiency improvement with Control-M	40%
Savings per year	**$136,000**
Minus the Average cost per year for Control-M at IDR	$58,650
Equals the *Net efficiency savings* per year with Control-M	**$77,350**

How will you be more effective as a result of this purchase? IDR expects to achieve the following results:

- An increase in staff productivity by reducing time dedicated to adapting special circumstances such as month end, unplanned service disruptions and change management.
- An opportunity to enforce standards for server and mainframe coding, internal and external file transfers and naming standards to be compliant with our Department's and IRS guidelines.
- An opportunity to share and document multi-platform processes, including those which only reside with experienced staff. The term 'mindshare' would a suitable description of this option.
- An opportunity to control our own problem notification, especially in relation to our nightly and weekend updates.
- There are several options available for problem notifications we currently do not take much advantage of, such as email and smartphones alerts. We could also be automatically warned of time sensitive deadlines not being met which would allow us to react. Currently this is being done manually by DAS-ITE Operations staff.

How will service to your customers be enhanced as a result of this purchase? IDR customers will see a reduction in processing time and problem resolutions. DHS IT currently uses this product and has had similar customer enhancements.

<u>**Testing and Acceptance:**</u> Testing and acceptance will be provided for in the Implementation contract.

Some of the Interested Parties: IDR, DAS-ITE

Some of the Recipients of this Service: IDR and DAS-ITE customers which purchase job/task licenses.

Standards: The project will meet all enterprise security standards and is an approved product, which is currently in the environment with DHS IT.

Architecture: The vendor quote provides for consistency with DAS ITE protocol.

Business Continuity / Disaster Recovery: Provided within DAS-ITE as hosting provider.

Recommendations from the State CIO:

NOTE: *Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: http://das.gse.iowa.gov/procurement/, specifically: http://das.gse.iowa.gov/procurement/adminrules/.*

Duplication recommendation from the State CIO to the DAS Director:

a) Is there duplication within Government? *(Please identify duplication at the agency level, as well as within the enterprise)*
b) Can an existing program be modified to address a new need?
c) Do you have any similar program in existence?
d) Have you sought IT procurements for similar programs in the past?
e) Do you have purchasing documents for similar programs?
f) Do you have similar purchasing documents that could be used as a starting point for this program?
g) Is there anything you could provide that could assist the agency with this IT procurement?
h) Are there alternatives available to the agencies?

Recommendation of the State CIO to the DAS Director:

Authorize this IT procurement   Yes _X_ No ___
Alternatives suggested by the State CIO
   (see comments below)   Yes ___ No _X_

Additional comments from the State CIO:

   Reviewed and approved by the State CIO on 3-29-2013.

DAS Director's action:
Authorize this IT procurement   Yes _X_ No ___

DAS Director's signature and date:

   The above IT procurement concept approved by Director Carroll on __4/1/13__

   Comments: **None.**

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